

## Consumer Information and Procedures

### --Payment Plans For Utility Service

#### Deferred Payment Plan:

- You can spread payments on past due amounts over several months.
  - Available if:
    - 1. You have not defaulted on a deferred payment agreement within the past 12 months.
    - 2. Your service is still on.
- You must pay the deferred payment amount and your regular bill amount by each due date.
- April 1 to November 30:
  - The utility may require a down payment -- no more than 25% of the amount past due.
  - The utility will allow you to pay the amount within 4 to 12 months.
- December 1 to March 31:
  - The utility may require a down payment -- no more than 10% of amount past due.
  - The utility will allow you to pay the amount within 4 months, not to extend beyond the following November.
- Reinstatement
  - If you have missed a payment, the utility must let you back on the plan one time provided that:
    - You pay the amount you should have paid if you had kept the agreement. And
    - Your service has not been shut off.
- Renegotiation
  - You can renegotiate a deferred payment agreement one time if:
    - Not more than 14 days have passed since you failed to make a payment and
    - You can show that your financial situation has changed.

#### Levelized Or Budget Payment Plan:

- Averages your total monthly bills over a 12 month period.
- Each month, your bill will show: 1. The actual amount of service used. 2. The amount you need to pay.
- Under this plan, you pay only for the service you use, but in level payments throughout the year.